Good™ for Enterprise

iPhone
User's Guide

Version 2.0.2

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1 Getting Started

Welcome to Good for Enterprise, the behind-the-firewall, wireless corporate email and data access system from Good Technology. Good for Enterprise provides your iPhone with a wirelessly synchronized, encrypted connection to your company servers, so you can instantly access up-to-date corporate email, attachments, calendar, and contacts from behind the firewall, when away from your desk.

System Overview

Your iPhone works in conjunction with your email server and Good for Enterprise Server software on your corporate network. When you start up Good for Enterprise, your iPhone connects wirelessly with your corporate network using the high-speed wireless network service supported by your iPhone.

The Good for Enterprise service synchronizes your iPhone with your email, calendar, and contacts, just as those mail-system applications synchronize your desktop computer and laptop with your email server. In this way, your mail system and Good for Enterprise present the same information to you. (Public folders and personal folders stored on your PC hard disk or laptop are not synchronized.)

Your *Apple iPhone User Guide* describes your iPhone before it has been set up for use with Good for Enterprise software. In most cases, the guide remains accurate after the iPhone has been set up. However, where your iPhone guide describes Email, Calendar, and Contact applications, use this guide instead for your corporate email account.

About Good for Enterprise

Good for Enterprise is wirelessly synchronized with your email server account. The data that gets synchronized includes:

- Email messages

  Both message status and basic folder contents are synchronized. For example:

  - Messages marked read on your iPhone are marked read on the email server and in your Inbox.
  - New messages sent to your email server Inbox are also automatically sent to your iPhone.
  - Messages you delete from the Inbox on your iPhone are also deleted from your mail system's Inbox.

  For more information on email synchronization, see "iPhone Synchronization" on page 38.

- Contacts

  All personal contacts in your company email application are added to your iPhone and kept synchronized, if your administrator authorizes this feature. Personal contacts are those stored in the Contacts portion or Address Book in your company account (the ones that you see when you tap Contacts in your company email).

- Calendar

  Both calendar events and event requests are synchronized. You can create, change, and delete events, and accept or decline event requests from your iPhone.

You do not need a physical connection to your computer to synchronize. Synchronization happens whenever the iPhone is on, you are running Good for Enterprise, and you are connected to the Internet.

You can choose to work offline but still continue to read and compose messages; to do so, use your iPhone's Airplane Mode. An active wireless network connection is required for synchronization to work when you are running Good for Enterprise.

2 iPhone Setup

Once your account is activated by your IT administrator, you will receive a welcome message from Good that gets you started setting up Good for Enterprise. You won't need to return your iPhone to the administrator for setup or connect it to a computer.

Installing Good for Enterprise for the First Time

To set up your iPhone with Good for Enterprise:

1. Your IT administrator will send you a message with your email address, a PIN (and expiration date, if applicable), and a URL address.
2. Make sure your iPhone is fully charged and your wireless connection is active. See the documentation that came with your iPhone for details.
3. Use the iPhone browser to navigate to the URL address provided in the email sent by your IT administrator. Select the download link.
4. An App Store page will open on your iPhone.
5. The Free button transforms into an Install button when you tap it. Now tap the Install button.
6. Enter your iTunes password when prompted. Tap OK.

   A loading icon appears on the Home screen.
7. With loading complete, tap the new Good icon.

   Tap Start on the information screen that is displayed.

Tap as necessary to accept license information.

8. Enter your email address and PIN. If your PIN has expired, contact your IT administrator.

   Good for Enterprise installation begins. (Landscape mode is not available for this process.)

9. During the installation process, you'll be prompted to allow Good to use your UDID device identifier. If you deny this request, you'll need to start over. Your administrator can provide more information on this subject,

10. If your administrator has set iPhone configuration policies, complete this step:

    a. When a "Profile Required" dialog appears, tap Install Now.

       You can delay profile installation twice for an hour.

       The Good installer exits and Safari runs.

    b. When an "Install Profile" dialog appears, tap Install, then Install now.

    c. Enter your device code when prompted, and tap OK.

       A Good configuration profile is installed.

    d. Tap Done when prompted.

    e. Press the Home screen, launch Good, tap Start when prompted.

       Good for Enterprise installation continues.

11. With Good for Enterprise installation complete, tap Done.

12. If your administrator has set a policy requiring a password to access Good for Enterprise, you'll be prompted to enter and confirm a password. A message will display any restrictions set by the administrator on the password (minimum length, special characters, etc.).

    Good for Enterprise now automatically synchronizes your iPhone with information in your company account. When synchronization is complete, the "Welcome to Good for Enterprise" message you received will appear in your iPhone

email Inbox, along with the 100 most recent emails in your company email Inbox (for Domino/Lotus, emails are limited to those sent in the last 30 days). Your company contacts are added to Good on the iPhone. Changes to these contacts are synchronized between iPhone and your company account. After setup is complete, you can optionally have these contacts added to your native contacts, in a Good for Enterprise group. Changes to these contacts are synchronized between iPhone and your company account.

If you see any errors during startup or if your connection appears to fail, contact your IT administrator.

Synchronization occurs when Good for Enterprise is running. To maximize synchronization, leave Good for Enterprise running when your iPhone is idle; then, when you clear the lock screen, an up-to-date Inbox list will be available.

For easier access to Good for Enterprise, you can clear a space in the iPhone toolbar and drag the Good icon into that space. To do so, press and hold any application icon on the Home screen until all the icons begin to wiggle. Then drag an icon from the toolbar and drag the Good icon down into the newly created space. Click the Home button to exit from this editing mode. (If you press and hold the Good icon in the toolbar, an x in a circle appears on it. Tapping the icon uninstalls Good.)

Good applications support both portrait and landscape modes.

Important: For security reasons, Good does not allow backup of your Good data to iTunes or iCloud, as doing so could make your corporate data accessible to unauthorized users. Since this data is not backed up to iTunes or iCloud, it cannot be restored as part of any iOS upgrade or restore from backup that you perform. As a result, you'll need to set up your device again, updating and re-syncing the Good for Enterprise application; that is, after the iOS upgrade or backup, you'll be taken to a provisioning screen and be prompted for your email address and PIN.

New Features

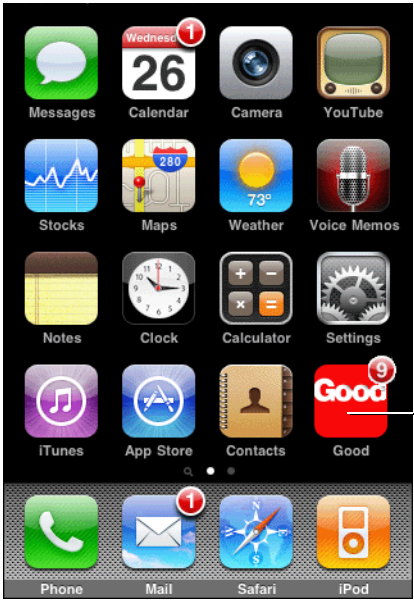
When your device is upgraded to a new version of Good, you can access information about new features by tapping Preferences > General > New Features.

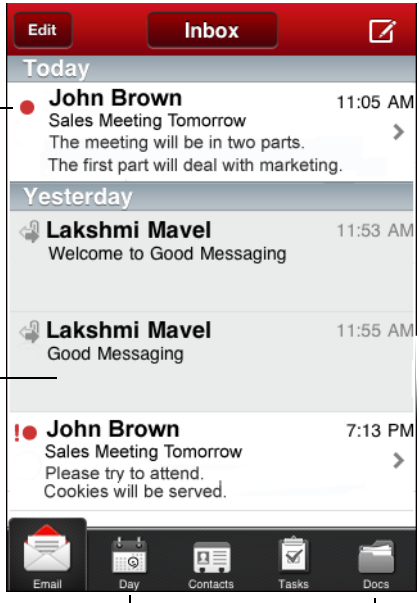
3 Using Good for Enterprise

After your iPhone is set up, your company email messages and calendar activity will be synchronized with the iPhone. You can use your iPhone to manage your email and calendar in the same way you would in your company account.

Email

Start up Good for Enterprise to display your Inbox.





Email status icon

Tap an email to display its contents.

Tap toolbar icons to switch between Good applications.

Swipe toolbar to see more icons

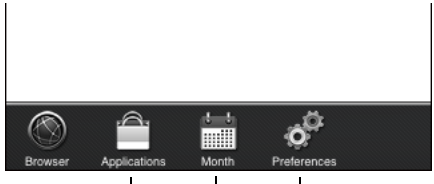
Shake the iPhone to send and receive mail now from an Email or Calendar screen.

Use Nav Bar Order in Preferences to rearrange icons.

Calendar Day view

Secure document repository

Swipe toolbar to display these additional options.



Secure browser

Managed applications

Calendar Month view

Preferences

Email status

New, unread message

New, unread message with attachment

New, unread important message

New, unread important message with attachment

Replied-to message

Replied-to message with attachment

Replied-to important message

Replied-to important message with attachment

Event request

Flagged

Opened message (no icon)

Opened message with attachment

Opened important message

Opened important message with attachment

Forwarded message

Forwarded message with attachment

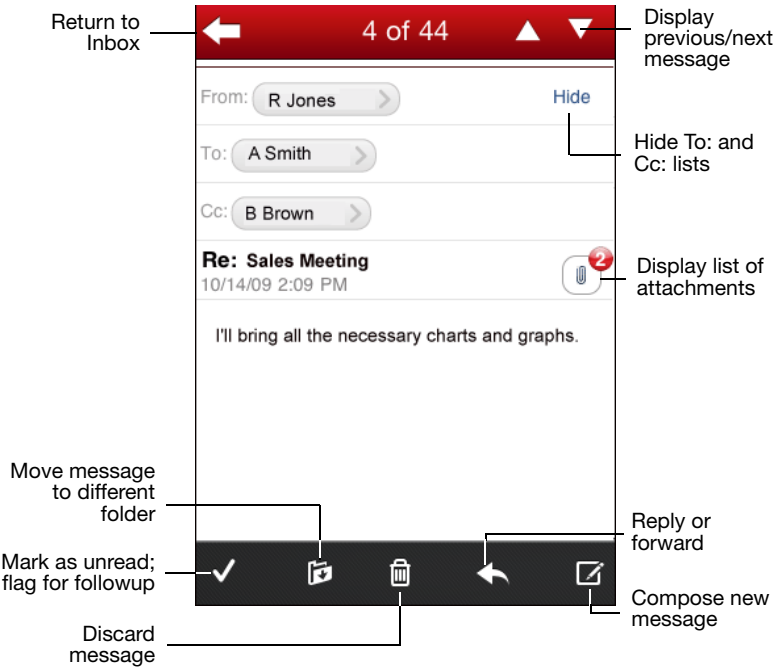
Forwarded important message

Forwarded important message with attachment

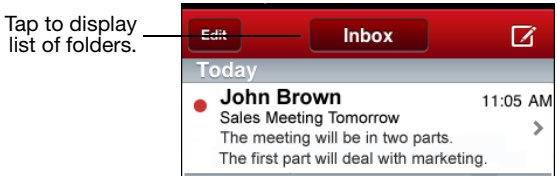
Signed message

Flag complete

Tap a message in the email list to display the contents of the message.



Your iPhone comes with a set of folders (Inbox, Outbox, Sent Items, Drafts, and Deleted Items). You can use these folders, and your own email folders, for managing email messages. Messages are synchronized between your company account and iPhone for these folders, except for Drafts (your administrator may choose to turn off synchronization of the Sent items folder). You can access the list of folders from the email list or from within an individual message.

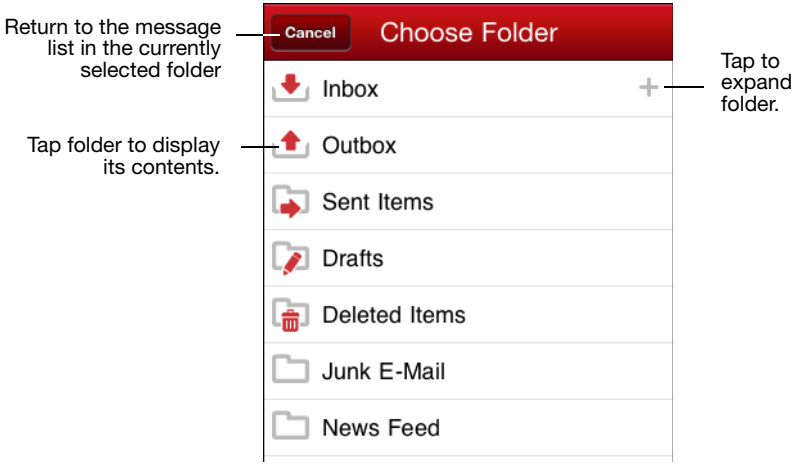


In addition to the folders listed above, your iPhone contains email folders you have added to your email server account. (You can create and rearrange folders using your company email, but not your iPhone.)

Only email folders that are stored on your email server are included on your iPhone. Personal email folders (*.pst) stored on your computer's hard disk are not included. (You can access both types of folders with your email application.)

If you create folders and subfolders in your company account, or subfolders under Drafts, Contacts, Calendars, or Outbox, these folders are also created on your iPhone. However, the messages in them are not synchronized.

To enable email synchronization for additional folders, open the folder list from the email list and tap the folder to be synchronized. Tap the Subscribe to Folder... prompt. The folder's latest 100 emails will be added from your company email account. You can also subscribe to folders using the email folder option in Preferences ("Email Folder Sync" on page 42).



If you leave the folder list and return later, expanded folders will be displayed.

To move a message, open the message and tap the folder icon at the bottom of the screen. Tap the destination folder in the list that is displayed. The message is moved to that folder.

Creating Email Messages

To create an email message, tap in the message list or at the bottom of a particular message. A blank (or draft) message appears.

Tapping an email hyperlink also opens a blank message.

As you enter characters in the To, CC, and Bcc fields, a list appears, of your contacts that match the letters you have entered. This includes your personal distribution lists. Contents of the company directory and company history are included below local contacts.

You can enter an email address directly, select a contact from the list, or tap to access the full contacts picker directly. The To: field is

limited to 32 recipients. For more on contacts and the contacts picker, refer to "The file repository does not support folders. Zip files cannot be viewed from the repository." on page 22.

Enter a message. If you need to leave the message before you are finished, or want to save a draft while you are composing it, tap Cancel. You'll be asked if you want to save the message. If you save it, you can select it later in your Drafts folder to open it and continue writing it.

Note that your IT administrator may implement a policy that prohibits cut/copy/paste from Good for Enterprise to other applications on the device.

Refer to the following section for information on attaching a file to the message.

If you make a call or otherwise return to the iPhone home screen while composing the message, when you return to Good, the message draft will be displayed automatically.

When you have finished composing the email message, tap Send.

Your administrator may institute a policy that displays a warning if you attempt to send email outside your enterprise. You'll be given a list of outside recipients; you can choose which of them to send the message to.

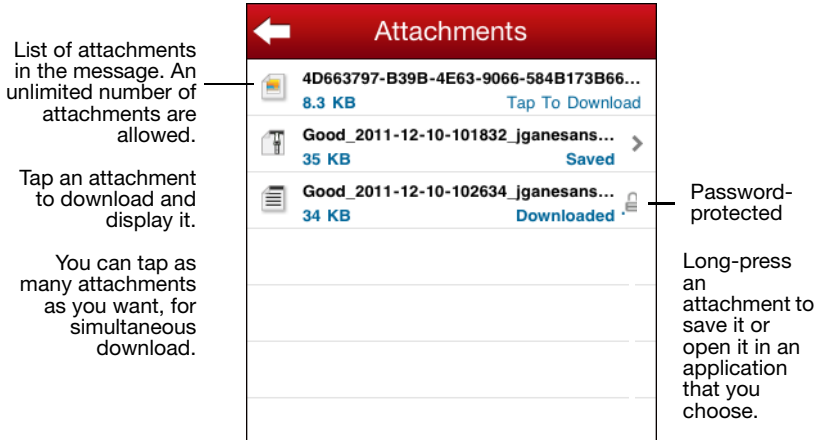
Messages you send are temporarily stored in the Outbox folder on your iPhone. When the message is sent, a copy is stored in the Sent Items folder on your iPhone and in your company account.

To add a signature to all your messages, tap Preferences and Signature, and enter your signature text.

Viewing and Working with Attachments

Note: Your administrator may set policies that affect your access to and use of the message's attachments. These policies can be configured to allow or prohibit the downloading and viewing of particular attachments, as well as the opening of attachments in third-party applications and their use in composing, replying to, and forwarding email.

Tap the attachment icon (paper clip) within a message to display a list of attachments.


List of attachments in the message. An unlimited number of attachments are allowed.
Tap an attachment to download and display it.
You can tap as many attachments as you want, for simultaneous download.
Attachments
4D663797-B39B-4E63-9066-584B173B66...
8.3 KB
Tap To Download
Good_2011-12-10-101832_jganesans...
35 KB
Saved
Good_2011-12-10-102634_jganesans...
34 KB
Downloaded
Password-protected
Long-press an attachment to save it or open it in an application that you choose.

You can view many types of email attachments on your device. When you tap to display one, the appropriate app is launched.

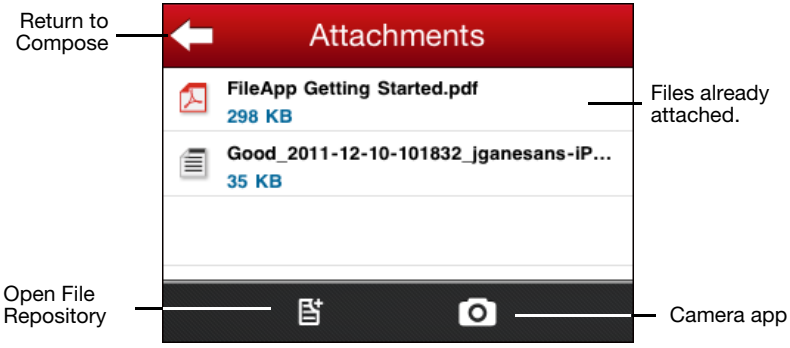
To save delivery time, attachments are transferred to your device in separate sections. You can do other work in Good for Enterprise while the attachment(s) are being delivered. Exiting from Good for Enterprise before a download is complete will cancel the operation.

If enabled by your administrator, applicable third-party applications will display a menu option such as "Open In" that allows you to import the file into Good: that is, to save the current file in the secure

file repository within the Good application (“File Repository” on page 21), or to attach it to a Good email that you compose. The Good application opens and a menu such as the following is displayed.

To open a repository file in a third-party application, click the icon.

When you are adding attachments to an email that you are composing, replying to, or forwarding (by clicking the paper clip in the email draft), you’ll have the option of using any of these saved files as attachments, by opening your file repository.

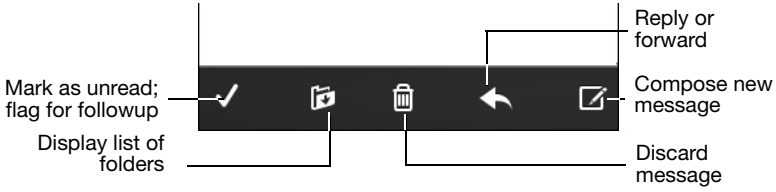


Tap one or more files in the repository to select them. Tap the Attach button in the repository to attach the selected files to the message being composed. Tap the camera icon to take a picture or choose a

picture from the device photo gallery (the camera and gallery options must be enabled by your administrator or the camera icon will not be present).

Handling messages

You can reply to or forward a message, and move or delete multiple messages. You can mark a message as unread or flag it for followup.

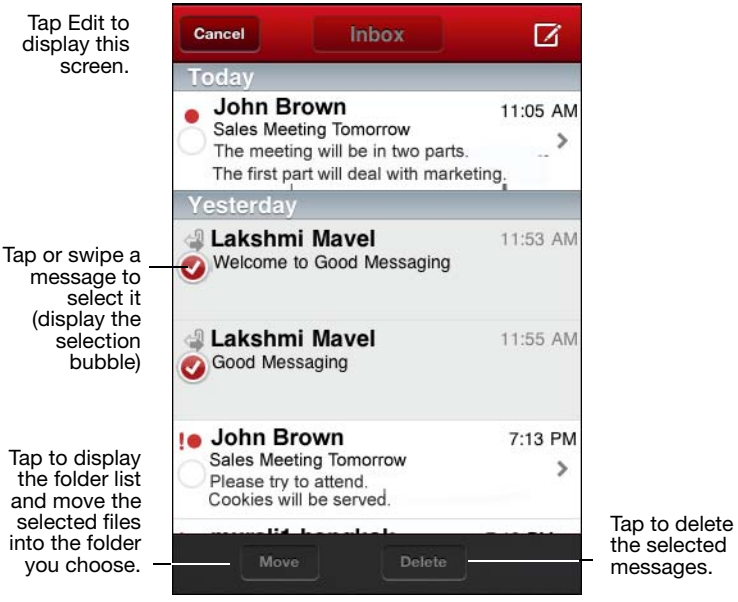


To reply to or forward a message, with the message open tap .

Tap the button for the appropriate action. Enter a forwarding address or compose a reply in the field provided. If an attachment is present, you'll be asked whether it should be forwarded as well; either way, you can add additional attachments from the file repository by

clicking the paper clip in the Compose window that opens. The original email text is automatically included at the bottom of a response. When you reply to a message, you cannot delete or edit the original email text. However, you can copy the text to a new message, then edit it. When you have finished your response, tap Send.

To delete an open message, tap . **To delete multiple messages in a list**, tap Edit and tap or swipe one or more messages to display a selection bubble next to them, and tap the Delete key at the bottom of the Edit screen.

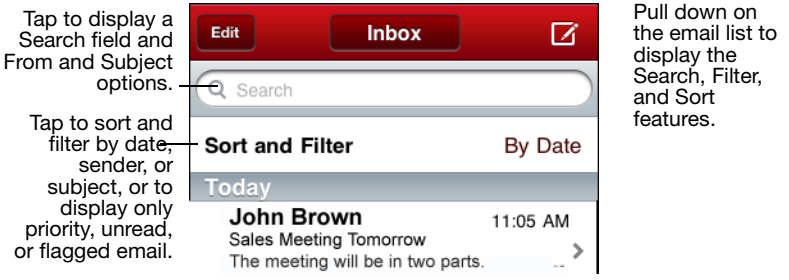


To move a message, open the message and tap the folder icon at the bottom of the screen. Tap the destination folder in the list that is displayed. The message is moved to that folder. **To move multiple messages**, tap Edit in the email list and select the messages to be moved by tapping the bubble next to each or by swiping the message; then tap Move and from the folder list displayed, choose the

destination for the selected messages. The messages are moved to that folder.

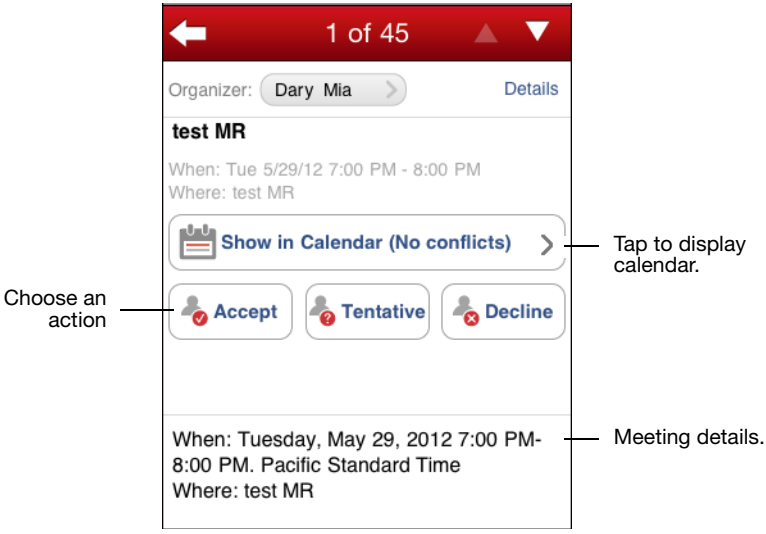
Sorting, Filtering, and Searching the Email List

You can sort the email in a folder by date, sender, or subject. You can search the folder for text in the From or Subject fields, or both. You can filter the email so that only priority, unread, or flagged messages are displayed.

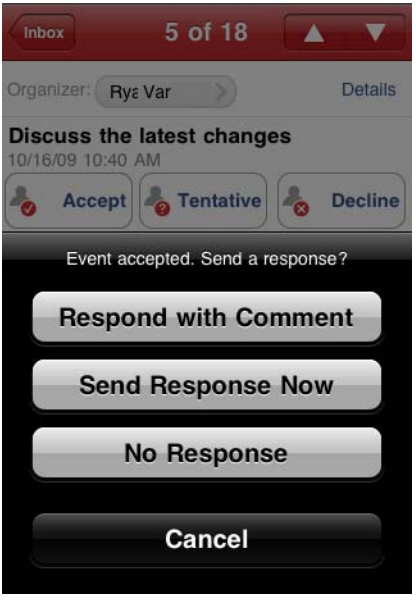

Tap to display a Search field and From and Subject options.
Tap to sort and filter by date, sender, or subject, or to display only priority, unread, or flagged email.
Edit
Inbox
Search
Sort and Filter
By Date
Today
John Brown
11:05 AM
Sales Meeting Tomorrow
The meeting will be in two parts.
Pull down on the email list to display the Search, Filter, and Sort features.

Responding to an Event Request

Event requests sent from other users appear in your Inbox with an icon. You can use your iPhone to respond to event requests. From your Inbox, select the message to open the event request. A description of the event appears.



Choose an action: accept, decline, or tentatively accept the request using the on-screen buttons. After you choose an action, you'll be prompted to send a response notifying the organizer of your action, or to add a comment to the response first, or to simply take the action without sending a response.



Choose an option.

Use the response menu to respond to the organizer without taking an action.

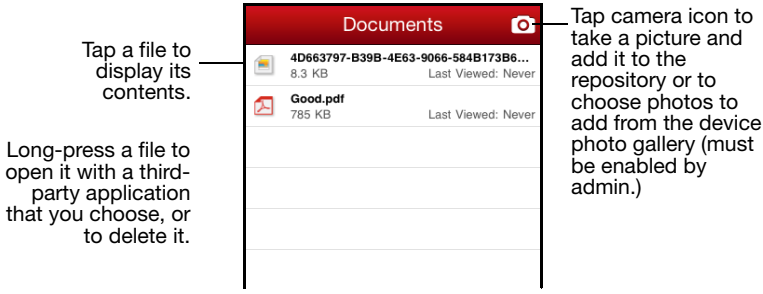
After you send your response, the event request is automatically deleted from your Inbox and moved to the Deleted Items folder. Event requests that you accept are automatically added to your calendar. (See also “Adding New Events” on page 32.)

File Repository

Subject to policy restrictions set up by your administrator, you can save attachments and files from third-party applications in a secure file repository within your Good application.

To view a list of the files in your file repository, click on the Docs icon in the toolbar

A list of repository files is displayed.


Documents
4D663797-B39B-4E63-9066-584B173B6...
8.3 KB
Last Viewed: Never
Good.pdf
785 KB
Last Viewed: Never
Tap a file to display its contents.
Long-press a file to open it with a third-party application that you choose, or to delete it.
Tap camera icon to take a picture and add it to the repository or to choose photos to add from the device photo gallery (must be enabled by admin.)

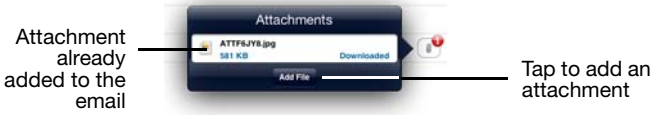
If you tap a file to display its contents, you can then tap the Trash container to delete it or the icon to choose an application with which to open it.

The file repository does not support folders. Zip files cannot be viewed from the repository.

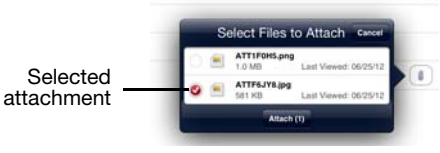
To add a saved attachment in the repository to an email:

To add a saved attachment in the repository to an email:

1. Tap the paper clip in the email.



2. Tap the "Add File" button at the bottom of the list of attachments already added to the message, if any.
3. Select files to add from the file repository by tapping the applications in the list, and tapping the Attach button.



If your IT administrator has disabled sending attachments, you will not be able to add or remove attachments when forwarding an email.

If your IT administrator has blocked certain file types for receiving, you will not be able to save those files in the secure file repository. If such files have already been saved, you will not be able to view or otherwise use them. The application will show that the files are blocked by IT.

If your IT administrator has blocked certain file types for sending, you will not be able to view or attach those files to send in an email. The application will show that the files are blocked by IT.

The secure file repository within your Good application is not synced with your desktop or backed up. The files will be retained when the application is upgraded. However, these files will be deleted if you

re-install the application or if your administrator disables file-repository support.

Note that importing from and exporting to third-party applications on iOS devices requires an iOS version greater than 4.2.

Refer to “Viewing and Working with Attachments” on page 15 for more on repository files.

Contacts

When Good for Enterprise is installed on your iPhone and you run it for the first time, your Good for Enterprise contacts are synchronized with your company contacts (Outlook or Lotus, for example), if your IT administrator has enabled this feature for you. Thereafter, each time that you run Good for Enterprise on the iPhone, your company contacts and the contacts in Good for Enterprise on your iPhone are synchronized. For example, if you change a contact address in your company account, the contact is updated in Good for Enterprise on your iPhone too, and vice versa. The same is true if you add or delete a contact.

Email, Calendar, and phone features such as Speed Dial will now use the synchronized contacts.

When searching your contacts within Good for Enterprise, company-directory entries (Exchange GAL or Domino Names.nsf, for example) will also be available.

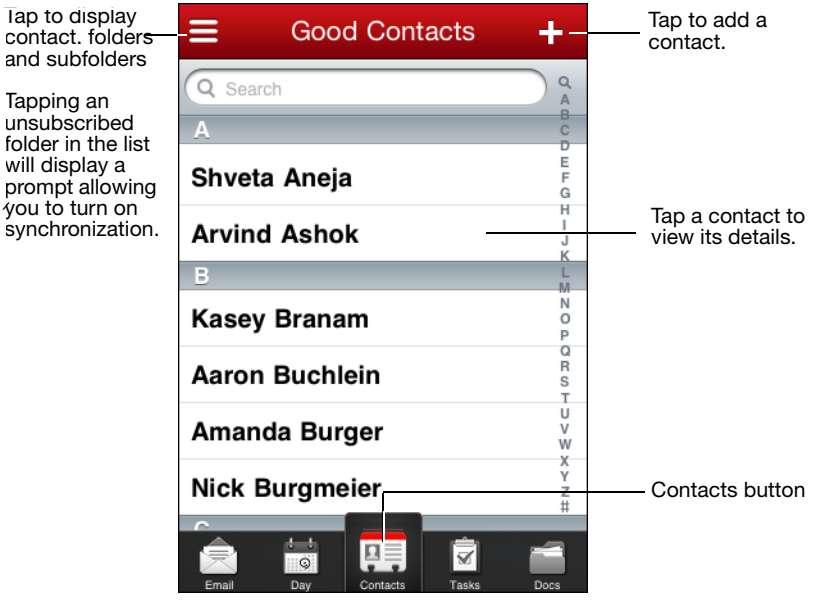
Synchronization of Contacts subfolders is supported for Outlook accounts (“Contact Preferences” on page 44).

Personal distribution lists are supported. They cannot be created/edited from your handheld, but will be synchronized with those you create on the desktop.

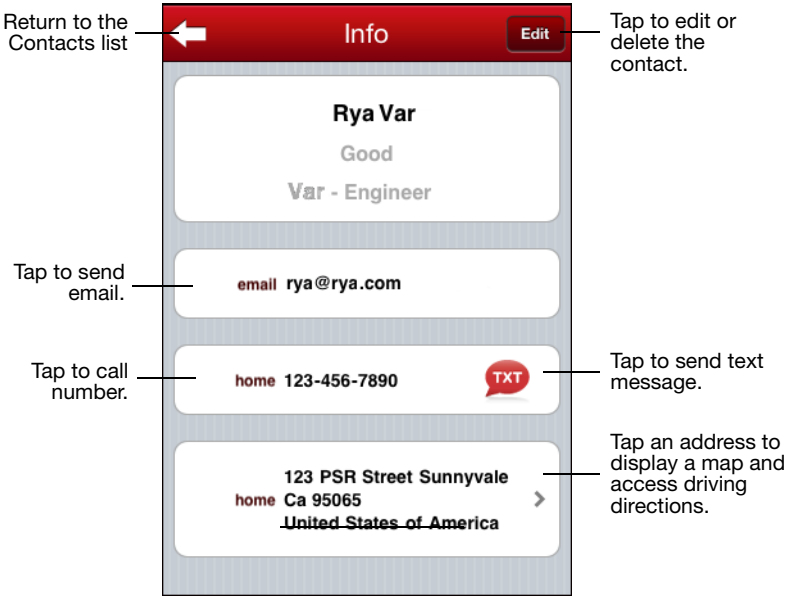
You can also sync Good contacts with your local iPhone contacts (“Contact Preferences” on page 44). If you do, the Good contacts will be stored in your iPhone contacts application in a “Good for Enterprise” group, and Good for Enterprise will keep that group updated. Note that your iPhone contacts must not be syncing with mail system via any other application, or data may be lost.

Viewing Contacts

To view contacts from within Good for Enterprise, tap the Contacts button in the Task bar. A list of all of your contacts appears.



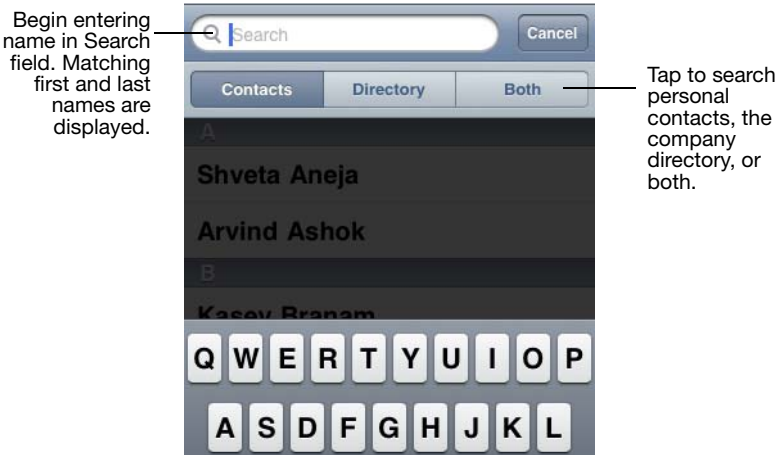
Tap a contact to display details about it.



Finding Contacts

You can find contacts based on the first few characters of a first name or last name. This feature is useful for working with long lists of contacts.

To find a contact, enter the contact name in the Search field. You can choose to search your personal contacts or the company directory, or both.


Begin entering name in Search field. Matching first and last names are displayed.
Search
Cancel
Contacts
Directory
Both
Tap to search personal contacts, the company directory, or both.
A
Shveta Aneja
Arvind Ashok
B
Q W E R T Y U I O P
A S D F G H J K L

The contacts that match the characters you enter appear in the list. For example, if you enter ***a*** in the Find field, only contacts whose first or last names start with ***a*** appear. Entries in the company directory and company history are included.

Continue to enter characters until you find the appropriate contact.

If the characters you enter do not match any contacts, no names are displayed. To redisplay contacts, backspace to remove characters from the Find field.

Adding, Editing, and Deleting Contacts

You can add, edit, and delete contacts. Any such action performed in Good Contacts on your iPhone will also be reflected in your corporate email account.

To add a contact, tap the plus sign at the top of the Contacts list, fill in the fields that are displayed, and tap Done. You can also add or move a contact into the Good for Enterprise group in iPhone Contacts and it will be synchronized with your corporate contacts automatically.

There is a 4K (Exchange/Outlook)/2K (Domino Lotus) limit on notes.

To delete a contact, tap the contact in the contact list, then tap edit, and scroll to the bottom of the Edit screen to tap Delete.

To edit a contact, tap the contact in the contact list, tap Edit, and change the displayed fields as desired.

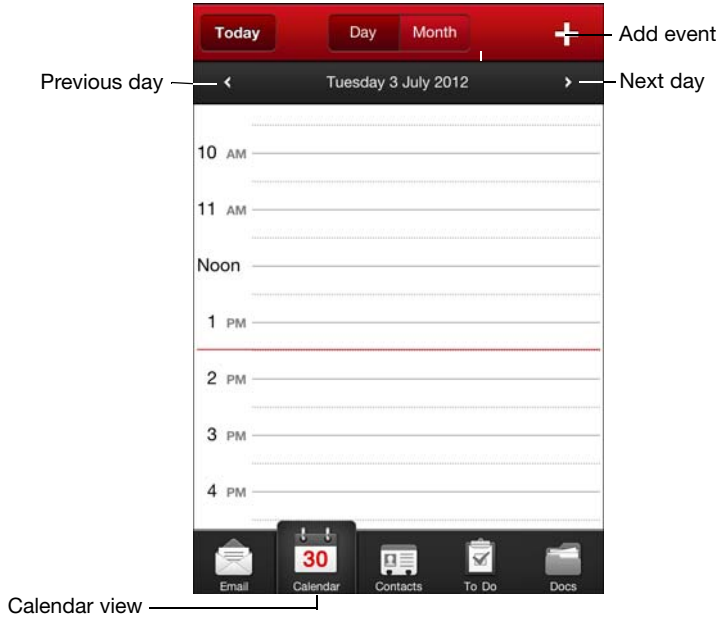
Calendar

Good for Enterprise's Calendar feature keeps your iPhone synchronized with your company Calendar. You can use your phone to manage your company meetings and appointments. When your iPhone is set up, all of your calendar events from the past week and all future events are added to it. With Calendar you can:

- View existing events by day or month
- Add new events or edit existing events
- Create event requests, invite attendees to an event, and set event reminders

Viewing Events

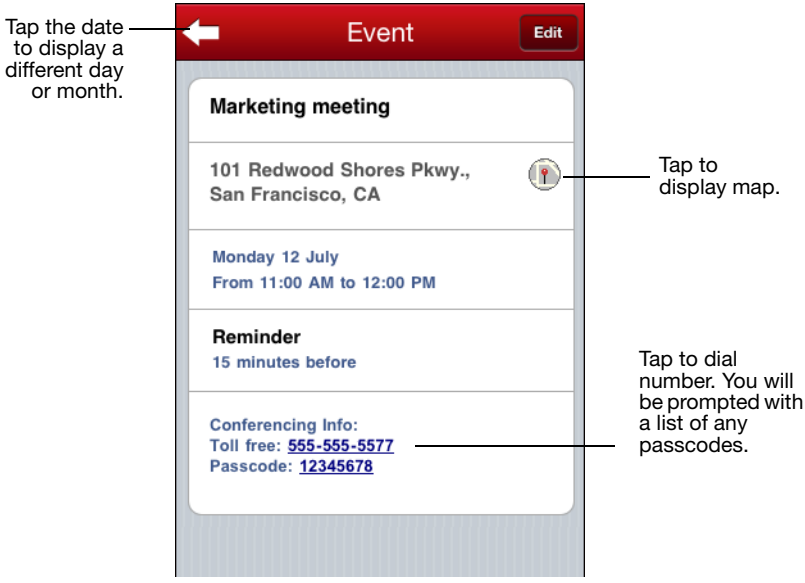
To view your events, tap the Calendar icon.



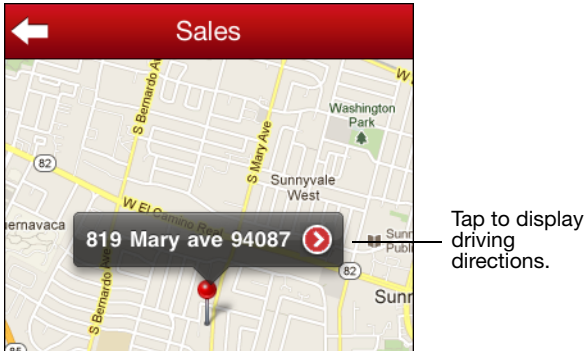
The calendar appears with the Day view showing and the current day selected.

A list of events appears in the day view. A list of all events for a selected day is listed at the bottom of the Month view.

Tap an event to view details about it.


Tap the date to display a different day or month.
Event
Edit
Marketing meeting
101 Redwood Shores Pkwy., San Francisco, CA
Tap to display map.
Monday 12 July
From 11:00 AM to 12:00 PM
Reminder
15 minutes before
Tap to dial number. You will be prompted with a list of any passcodes.
Conferencing Info:
Toll free: 555-555-5577
Passcode: 12345678

If you tap the Map icon, a map of the meeting location is displayed.



When you tap a number in a meeting invitation, you'll be prompted to select the correct passcode from the list displayed; the list displays the passcodes you've received with meeting invitations. If no passcode is required or isn't supported by the dialer (for example, if it

contains special characters), tap None. Enter any required passcode over the phone when prompted.

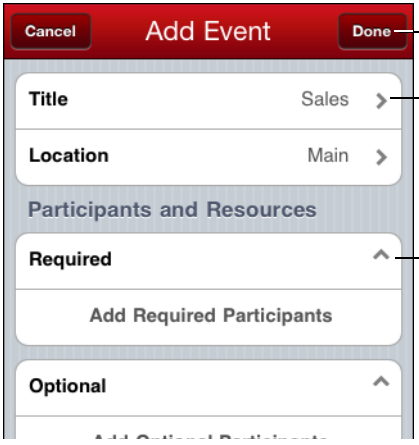
Tap to select a passcode for the conference call. If a code is provided with the meeting invitation, it will be listed. A pause and the conference code are added to the dialed number automatically.

If no passcode is required, or if the dialer doesn't support this feature, tap None. In the case of unsupported codes, enter the code when prompted over the phone.

Adding New Events

To add a new event, tap + on the Day or Month calendar. Use the screen displayed to add an event to your calendar. By default, the screen will display the coming hour as the meeting time.

Scroll down to set the meeting time and date first. When you add participants, Calendar can check their availability.



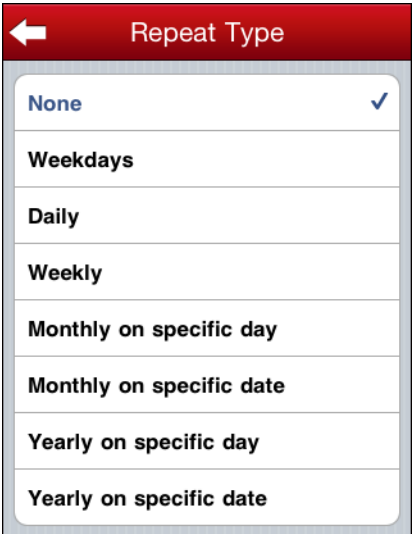
Tap to save.

Tap a right-arrow to edit.

Tap an up-arrow to display current entries. After at least one participant has been added, "Add" changes to "Manage."

Specify a time and date for the meeting. If the meeting is to recur, tap Repeat, and Repeat again to display the Repeat Type screen.

Choose how the meeting is to repeat and tap Repeat. On the Repeat screen that is displayed, enter repetition parameters as necessary.



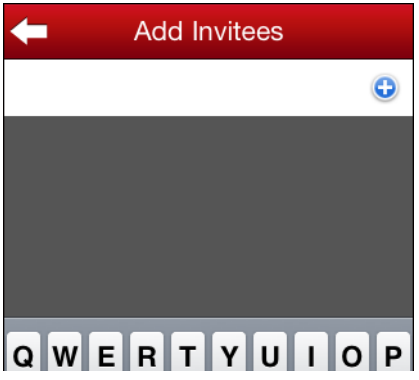
To **invite participants**, tap Add Required Participants or Add Optional Participants.

Tap to return to the Add Event screen, where any invitees that you've specified will be added.

1. Type in invitee's address, or

2. Begin entering invitee's address and then choose from matching contacts list that is displayed, or

3. Tap the + button to use Contacts ("The file repository does not support folders. Zip files cannot be viewed from the repository." on page 22) to select



When you add a participant, Calendar checks the invitee's availability and displays the result (for business hours, 8am - 6PM).

Personal distribution lists are supported.

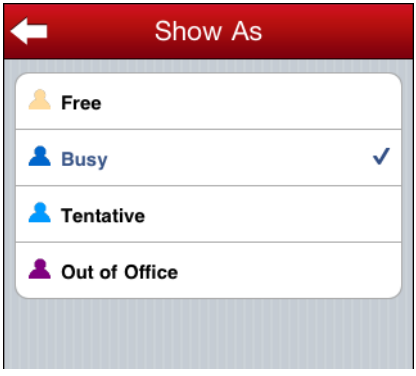
To remove a name from the invitation list, tap the name and the backspace key.

When you specify a location for the meeting, Calendar checks the location's availability.

To set a reminder for yourself, tap Reminder and choose the time before the event at which the reminder should be displayed. Your reminder might arrive a few minutes early, depending upon network traffic.

Tap the Private button, turning it On, to mark the meeting private and prevent others from accessing details about it.

To specify your availability for other meetings during this meeting, tap Show As.



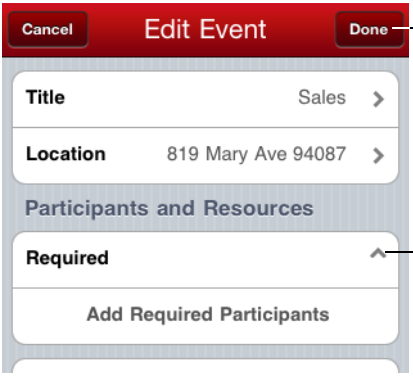
Use this screen to choose your availability for other users scheduling meetings during the same time and date as this meeting.

When you have finished entering your event, tap Done. The event is added to your calendar and invitations are sent.

Event requests and your responses to event requests (for example, acceptances) are stored in the Sent Items folder of your company account and in the Sent Items folder on your iPhone, unless your IT administrator has disabled this feature.

Editing Events

To edit an event, tap the event you want to change and tap the Edit button. Scroll to the setting that you want to change.



Details of the event are displayed. Tap the Edit button. Tap and edit the meeting's settings as needed.

To delete an event , tap the event, tap Edit, and tap Delete.

You can edit only events that you created.

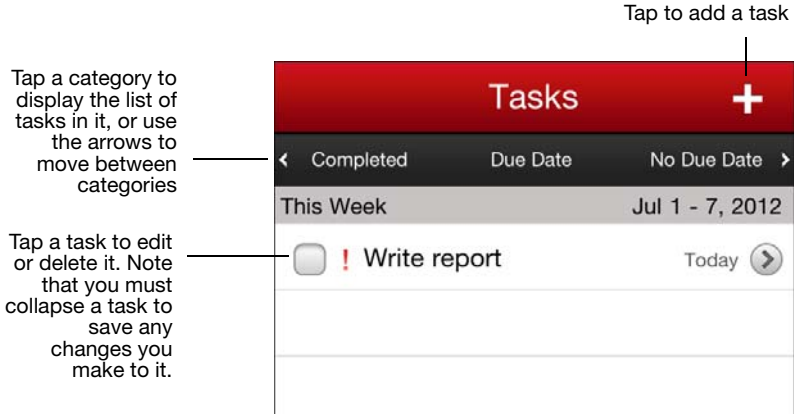
For recurring events you created in your company account, you can edit a specific occurrence or the subject, location, notes, or attendees for the series of events. You cannot use the iPhone to change the dates, times, or other rules for a series.

When you have finished changing the event, tap the Done button. The changes are sent to any attendees you invited. Attendees deleted from an event are not notified.

Tasks/To Do

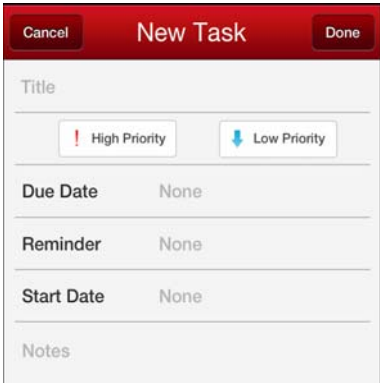
This version of the Good Client supports Tasks and To Do features, synchronized between your company mail account and your device. Tasks or To Do will only be displayed if your organization's Good Servers also support them. Recurring tasks and tasks created by flagged emails are not supported in this release.

You can create, edit, assign priority to, and delete task/to do entries. There is a 4K (Exchange/Outlook)/2K (Domino Lotus) limit on notes.

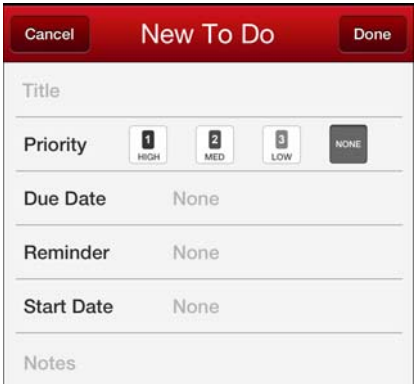

Tap to add a task
Tap a category to display the list of tasks in it, or use the arrows to move between categories
Tap a task to edit or delete it. Note that you must collapse a task to save any changes you make to it.
Tasks
Completed
Due Date
No Due Date
This Week
Jul 1 - 7, 2012
! Write report
Today

To add a Task or To Do, tap the plus icon.

Exchange



Domino



Complete the screen as desired and click Done.

If you create a task with a start date but no end date in an Outlook/ Exchange environment, the system will fill in the end date automatically as the same day as the start date.

Exiting and Returning to Good for Enterprise

For iPhones running iOS versions earlier than 4.0, clicking the Home button exits Good. Tap the Good icon to start the application again.

For iPhones 3GS and higher, running iOS 4, tapping the Home button suspends Good and adds its icon to a “recently used” apps bar. A “task completion” feature will allow Good to complete current synchronization, attachment download, and other tasks it is performing when you exit. When you return to Good by tapping the icon, Good for Enterprise will already be loaded for fast application switching.

To exit Good completely, double-click the Home button and then press and hold the Good icon in the recently-used app bar (all applications currently loaded are shown on the bar). The icons in the bar go into "shaky" mode. Tap the red "minus" badge on the Good icon to completely exit Good. When you return to Good, it will relaunch. Take care that you are tapping a "minus," not an "x." Tapping an "x" will uninstall the Good for Enterprise application completely!

Click the Home button in Good for Enterprise to leave Good. The Good icon will be added to the recently-used bar. When you return, Good will be in the state that you left it.

Double-click the Home button to display all processes currently running. Press and hold the Good icon and then tap the delete button to remove Good from the bar. When you return to Good, it will start from scratch.

iPhone Synchronization

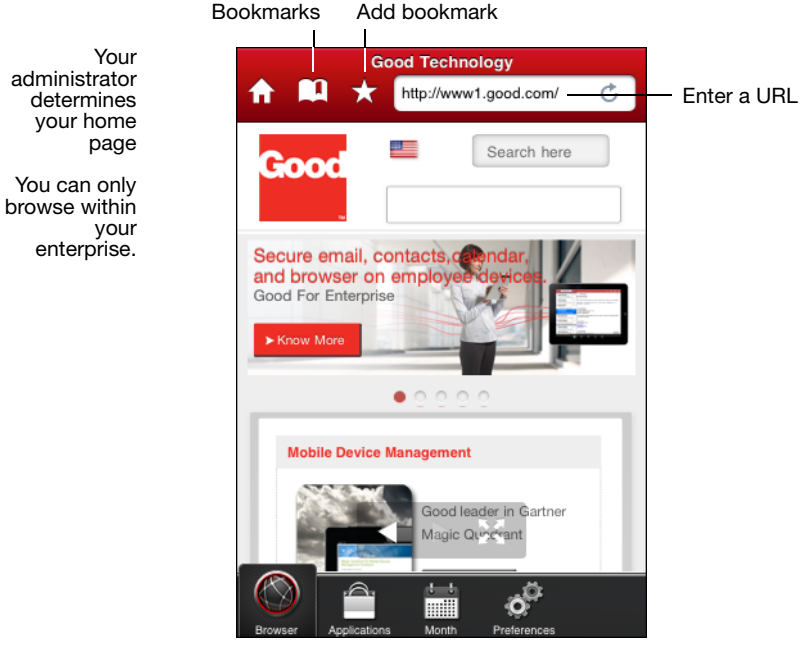
The following are exceptions to synchronization between your company account and the iPhone:

- Items in child folders below the Inbox folder and items sent to the Drafts folder.
- Items removed from the iPhone via aging to free up space are not deleted from your company account.
- Items in the company account and iPhone Sent Items folders are not synchronized unless your IT administrator has explicitly enabled this synchronization.
- Items originally filtered into an unsynchronized email server folder are synchronized if moved or copied to a synchronized folder, subject to the rules in the following item.

For email messages older than three days that have arrived while your iPhone was turned off (when you were on vacation and out of coverage, for example), only headers are sent to the iPhone (unless your IT administrator enables delivery of the complete message). Email messages older than a month are not synchronized; neither message nor header is sent.

Good Mobile Access Secure Browser

Good Mobile Access Secure Browser provides a browser for use with your corporate intranet and enterprise data behind the corporate firewall only. The browser does not provide Internet access. To use the browser, tap its icon in the toolbar.



If Secure Browser is present on the device, its icon is added to the Good for Enterprise toolbar.

Your administrator determines which page is displayed when you launch the browser, and which URLs you can load using the browser. If you enter the URL of a site outside your enterprise, you'll be prompted to use Safari instead. If you tap the link to such a URL while in Good Email, Safari will be launched automatically.

Secure Browser supports HTML 4.

The screen should be kept on during secure browsing; if the screen goes to sleep, you may encounter errors.

To view a list of the pages you have visited, tap the Bookmark icon and tap History. You can clear the list, tap the Clear History button. To return to the list of bookmarks, tap the Bookmarks button.

To go to a bookmarked page, tap the Bookmarks icon and tap the desired page from the list that is displayed.

To add a bookmark for the currently displayed page, tap the Add Bookmark icon and then tap Add Bookmark.

To delete a bookmark from the bookmarks list, display the bookmarks list and tap the Edit button. Select the bookmark(s) and tap Delete.

4 Preferences and Maintenance

This chapter describes how to maintain Good for Enterprise on your iPhone. Topics described in this chapter include:

- Password management
- Send/Receive now
- Arrange icons in the Good toolbar (Nav Bar Order)
- Email Signature, Storage Limit, Out of Office, Folder Sync, HTML email
- Contact subfolder sync, sync with device
- Sounds and notifications
- Applications supplied by your administrator
- Good for Enterprise updates
- Data storage and aging
- Submitting a diagnostic log file

Email Preferences

Email Signature

To add a signature to all your messages, tap Preferences and Signature, and enter your signature text. Returning to Preferences automatically saves your new text.

Email Out of Office

To enable an automatic out-of-office auto response to incoming email, tap Preferences and Out of Office. Tap the Auto Response field and

enter your reponse text. Returning to Out of Office automatically saves your new text. Tap On to turn on the automatic response.

Email Folder Sync

Good does not synchronize your personal folders automatically. To turn on synchronization for a folder, tap Folder Sync on the Preferences screen. A list of all your folders is displayed; tap the folders to be sychronized; a checkmark next to a folder indicates that it will be synchronized.

You can also turn on synchronization for a folder by navigating to it in Email. When you tap an unsynchronized folder to open it, you'll be prompted to turn on synchronization.

Storage Limit

Turn on to double the amount of space available in the Good application. Increasing the amount of data stored may affect performance. This option does not appear on older devices that do not support it.

Send/Receive Now

Tap to cause all email in the outbox to be sent and any pending corporate email to be delivered to the iPhone immediately. To cause the same operation on the Email and Calendar screens, simply shake the device.

HTML Support

This option is available only if enabled. It is enabled by default.

Turn on HTML on the Preferences Email screen to display HTML-format emails as sent.Turn off the option to cause all emails to be displayed as simple text.

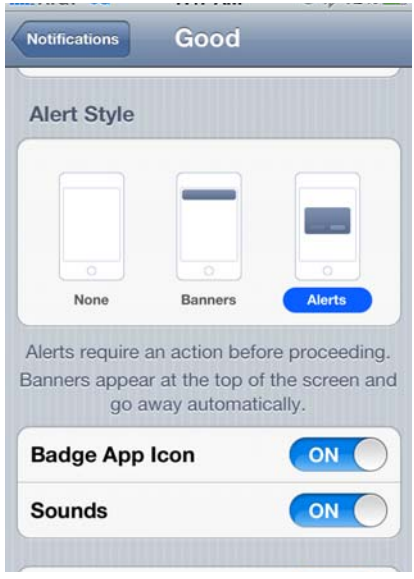
If you turn off HTML support, any HTML emails already downloaded will continue to be displayed in HTML format. Emails only partially downloaded will revert to simple text format.

Notification Preferences

Your iPhone can notify you of waiting Good for Enterprise email and calendar requests, and remind you of upcoming events, from outside or within Good for Enterprise.

Configure Good notification and reminder settings from outside Good for Enterprise by tapping iPhone Settings and then Notifications. Turn the Notifications option on and tap on Good.

Specify alert style; turn badge and sound notifications on/off. iOS 4 screen allows alert on/off only.

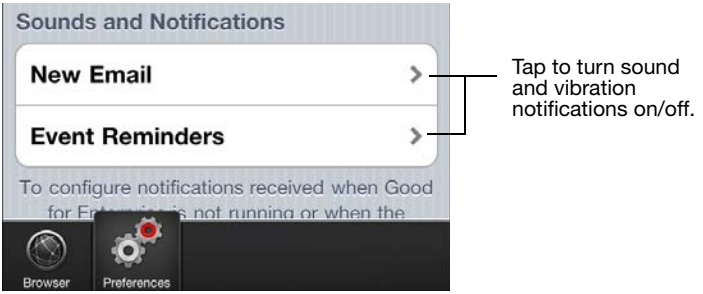


Set notifications as desired using these iPhone settings. Note that Alerts require an action before proceeding. Turning Badges on will display your waiting email on the Good for Enterprise application

icon. (Each time that a message arrives in your company email account, the badge number increments; reading a message in your company account does not affect the number; entering Good for Enterprise on the iPhone resets the number to zero.)

You can also configure notification settings within Good for Enterprise. These settings apply to your messages and calendar invitations whenever Good is running.

To configure notifications within Good, tap Preferences.



Turn sound and vibration notifications on/off using the Preferences screen.

Contact Preferences

Once Good for Enterprise is up and running, your Good contacts will synchronize with your corporate contacts (in Outlook or Lotus, for example). You can also sync Good contacts with your iPhone device. When doing so, the Good contacts will be stored in the native iPhone contacts application in a “Good for Enterprise” group, and Good for

Enterprise will keep the group updated. With this syncing enabled, voice dialing, caller ID, SMS, and other such applications can leverage your Good contacts information.

Warning: Do not choose this option if your iPhone contacts are configured to sync with your company account outside of Good for Enterprise. If you do so, you may lose data.

To sync your company account and iPhone contacts, go to Preferences, and tap the Sync with Handheld control.

Preferences
Contacts
Subfolder Sync
Sync with Device
OFF
Sync your main contacts to the "Good for Enterprise" group in iOS contacts. Your IT administrator may not allow all fields to sync.
Sounds and Notifications
New Email
Tap to turn on sync'ing with the iPhone

You can also have your email account's contacts subfolders synchronized with Good on your device. Tap Subfolder Sync to display a list of contacts subfolders, and select those to be synchronized or unsynchronized by tapping the drawer icon next to them. Note: contacts in subfolders are not synchronized to the native contacts list.

You can also turn on synchronization for a particular subfolder by tapping the drawer icon in Contacts, tapping the subfolder from the displayed list, and tapping the synchronization prompt on the subfolder screen.

Managing Your Password

The system administrator may require that you enter a password to run Good for Enterprise. The administrator sets policies that govern the format and function of this lock password.

You also have the option of setting such a password yourself, even if administrative polices do not require it.

If the password you enter does not conform to the administrative policies that are set for your handheld, an error message appears and you are prompted to re-enter the password.

If a password is set, you can invoke it immediately from Preferences to lock Good for Enterprise.

Tap to lock Good for Enterprise immediately (that is, display a Lock screen requiring a password to re-enterthe application).

This option is only displayed when a password is set.

Your administrator can set a policy that locks you out of Good for Enterprise permanently if you enter an incorrect password too many times in a row.

If your password includes an expiration date, you are prompted to create a new one on that date.

You can use Password on the Preferences page to turn a password on or off, change it, specify the idle time that will lock the Good for

Enterprise screen, and turn the password requirement on or off for the initial launch of Good for Enterprise. Note, however, that taking any such action cannot conflict with the administrator's policy set for your device. For example, you cannot turn the password off if the administrator requires that it remain on, or specify an idle time that is greater than that specified by the administrator.

Your administrator can lock you out after too many incorrect passwords.

If set to off, no password will be required to return to Good for Enterprise from the "recently used" bar. Starting Good for Enterprise will still require the password.

If your administrator changes a password policy for your handheld, you'll be informed the next time that you are required to enter or change the password, or if you try to change the password yourself. At that time you'll be required to make any changes to your password that may be required by the new policy settings.

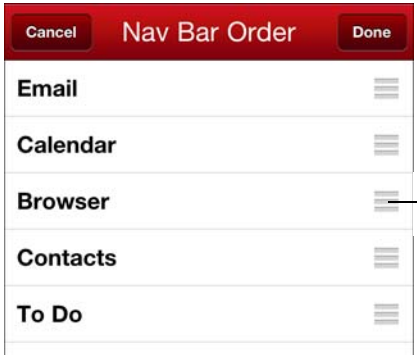
Once your password expires, you are prompted to create a new one.

You can change this password in Good for Enterprise by tapping Preferences > Password > Change Password.

Your administrator may also set a policy that erases the Good for Enterprise data on your iPhone and prevents you from running the Good application again if you enter incorrect passwords too many times in a row. You'll need to delete the application and reinstall it from the App Store to recover.

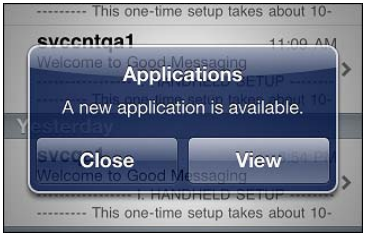
Nav Bar Order

To rearrange application icons on the Good toolbar, go to Preferences > General > Nav Bar Order.



Installing Applications Using Good

Your administrator can make applications available for you to install over-the-air on your device. When a new such application becomes available, you'll be notified.



Tappimg View or tapping the Applications icon in the toolbar displays a list of available downloadable applications. (You may need to tap More in the toolbar to display the Applications option.)

Tap an application and you'll be prompted to install it. At the prompt, tap Install and an icon will be displayed on the Home screen signaling that the operation is proceeding. Once download and installation are complete, an icon for the new application will appear on the Home screen with your other applications.

Good for Enterprise Updates

Each time that you access the App Store, your iPhone checks for updates to applications you've installed, including Good for Enterprise. A check for updates also occurs automatically on a weekly basis. If a Good for Enterprise update is available, an Updates screen appears in the App Store. The update is downloaded and installed if you choose to update Good for Enterprise.

Important: For security reasons, Good does not allow backup of your Good data to iTunes or iCloud, as doing so could make your corporate data accessible to unauthorized users. Since this data is not backed up to iTunes or iCloud, it cannot be restored as part of any iOS upgrade or restore from backup that you perform. As a result, you'll need to set up your device again, updating and re-syncing the Good for Enterprise application; that is, after the iOS upgrade or

backup, you'll be taken to a provisioning screen and be prompted for your email address and PIN.

Data Storage and Aging

Personal information and email on your iPhone is stored indefinitely, with the following exceptions:

- Each Good for Enterprise application is guaranteed a certain amount of memory for data storage. The remainder of memory is available for extra data storage by any of the applications.
- If storage space is needed, older email and calendar events are removed from the iPhone but not from your business account.
- Maximum number of stored email messages is determined by available memory on the iPhone.
- If there is insufficient space, incoming data for the application stops downloading. If you delete data on the iPhone to free up space, the data downloading resumes. No new incoming data is lost. It is held by Good for Enterprise Server and then sent when space becomes available.

If your iPhone runs out of space for new contacts and data aging cannot solve the problem, you must delete existing contacts to make room for the new ones. Do this from the iPhone, not from your business account. To preserve contacts before deleting them from the iPhone, use the Export feature on your desktop or laptop. Note that you export the data from your business account and your desktop or laptop and then delete it from the iPhone.

Submitting a Diagnostic Log File

Your IT or helpdesk administrator may ask you to send in a log file from your phone for troubleshooting purposes. To do so, in the Good application tap the Preferences icon and then tap About. At the bottom of the About screen, tap the “Send Diagnostic Logs to Good”

button. A progress screen will open. Tap OK when the logs have been successfully sent.

iPhone User's Guide (Last revised: 09/28/12)
Documentation complies with client software version 2.0.2

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Good Technology, Inc.
430 N. Mary Avenue, Suite 200
Sunnyvale, CA 94085

http://www.good.com

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